## DEPARTMENTAL BUDGET INFORMATION OMBUDSPERSON (53)

#### **MISSION**

The mission of the Ombudsperson Office is to serve the people by investigating and seeking to resolve complaints against departments and agencies of City government.

#### **DESCRIPTION**

The City of Detroit Office of the Ombudsperson was established by Charter referendum on November 6, 1973 and became operational in 1974.

The Detroit City Ombudsperson, an independent governmental official, is appointed by the Detroit City Council. Complaints regarding an act or omission of a city department are received by telephone, mail, or in person.

The office also receives many inquiries relative to the various city departments and other governmental agencies, and occasionally business entities. Periodic statistical reports are issued to the City Council and the Mayor. The Office also recommendations makes to remedy systematic problems identified through its investigations.

The Office has jurisdiction to investigate all city agencies except departments possessing subpoena power. The eleven (11) elected City officials are also excluded. In addition,

the office does not handle issues pending legal considerations in the courts or under review by the City Council.

#### CORE SERVICES

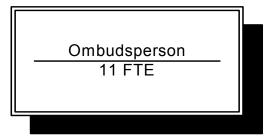
The Office of the Ombudsperson has one core service that is mandated. That service is the investigation of citizen's complaints.

#### **MAJOR INITIATIVES**

During Fiscal Year 2004-05 the Office of the Ombudsperson will continue to focus on reducing the length of time that it takes to resolve complaint investigations. Another major initiative that will be implemented is that of combining statistical data from prior years with the current Case Tracker System and presenting the information in public reports. During Fiscal Year 2004-05, three reports detailing the profile of Ombudsperson's complaints are scheduled for completion.

#### PLANNING FOR THE FUTURE

The Ombudsperson's Office will continue to work closely with the department of Information and Technology (I.T.S.) to insure that all system upgrades will continue to be made only after thorough cost-benefit research analysis has been performed.



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### PERFORMANCE GOALS, MEASURES AND TARGETS

Goals: Measures	2002-03 Actual	2003-04 Projection	2004-05 Target
Receive, investigate and resolve			
citizens' complaints about City services:			
Citizen complaints and information			
requests received and resolved	32,000	33,000	33,000

### **EXPENDITURES**

		2002-03			2	2004-05			
	Actual			2003-04	Mayor's		Variance		Variance
		Expense		Redbook		Budget Rec			Percent
Salary & Wages	\$	838,442	\$	872,381	\$	788,800	\$	(83,581)	-10%
<b>Employee Benefits</b>		376,536		507,322		518,526	\$	11,204	2%
Prof/Contractual		54,768		41,400		41,400	\$	-	0%
Operating Supplies		11,714		7,923		5,923		(2,000)	-25%
Operating Services		96,558		115,797		100,229		(15,568)	-13%
Capital Equipment		2,092		1,961		208		(1,753)	-89%
Other Expenses		7,931		504		500		(4)	-1%
TOTAL	\$	1,388,041	\$ 1	1,547,288	\$ 1	1,455,586	\$	(91,702)	-6%
POSITIONS				11		11		0	0%